DPWL Maintenance Customer Service Survey

Please assist DPWL Maintenance Division in providing the best possible overall service to you by taking a few minutes to complete the questionnaire below. The information provided on this form will be used by the DPWL Maintenance Division for the sole purpose of improving maintenance support. Please Return this form to the DPWL Installation Maintenance Officer (IMO), or deposit in drop box located at the Customer Service Center, building 14601 and 14608.

			Month:		Day: Year	:			
Cu	stomer Service:								
1.	The customer service office	provid	ded an effective environm	nent i	for conducting maintenanc	e rela	ted business:		
	Strongly Agree		Agree		N/A		Disagree		Strongly Disagree
2.	The customer service repres	sentat	ive was knowledgeable of	f DP\	NL Maintenance Division se	ervice	s and procedures:		
	Strongly Agree		Agree		N/A		Disagree		Strongly Disagree
3.	The customer service repres								
	Strongly Agree		Agree		N/A		Disagree		Strongly Disagree
4.	Overall, how satisfied are yo	ou wit	h the customer service su Satisfied	ippor	t you receive: N/A	П	Dissatisfied		Vany Discretisfied
Ш	Extremely Satisfied				N/A		Dissaustieu	Ш	Very Dissatisfied
5.	Did you have any problems Yes	with t	the customer service office		e: If "Yes" please provide	e com	ments below		
6.	Additional comments related	d to cı	ustomer service support:						
Ma	nintenance Services:								
Ma 7.	intenance Services: Generally I use DPWL main	tenand	ce services:						
			ce services: Often		Sometimes		Rarely		Never
7.	Generally I use DPWL main		Often		Sometimes		Rarely		Never
7.	Generally I use DPWL mains Very often	□ d mair	Often		Sometimes N/A		Rarely Disagree		Never Strongly Disagree
7. 8. 9.	Generally I use DPWL maint Very often I was notified when require Strongly Agree The equipment operated co	d main	Often Intenance was complete: Agree V once repairs were made		N/A		Disagree		Strongly Disagree
7. 8. 9.	Generally I use DPWL maint Very often I was notified when require Strongly Agree	d main	Often Intenance was complete: Agree V once repairs were made		N/A		,		
7. 8. 9. 10.	Generally I use DPWL maint Very often I was notified when require Strongly Agree The equipment operated co Strongly Agree Overall, how satisfied are year	d main	Often Intenance was complete: Agree If once repairs were made Agree If the maintenance service		N/A N/A I receive:		Disagree Disagree		Strongly Disagree Strongly Disagree
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Co	mmunications Servic	ces:	
	I am aware of the DPWL we		
Ш	Extremely Aware	☐ Somewhat Aware	□ Not Aware
14.	I can access the DPWL web	osite:	
	Yes	□ No	Note: If "No" please provide reason below (i.e. no computer/internet connection)
15.	I am aware of the contents	of the DPWL Maintenance Div	vision External Standard Operating Procedures (SOP):
	Extremely Aware	☐ Somewhat Aware	□ Not Aware
16.			ork request status and parts availability:
	Strongly Agree	☐ Agree	□ N/A □ Disagree □ Strongly Disagree
17.	Did you have any problems	using communications service	es:
	Yes	□ No	Note: If "Yes" please provide comment below
18.	Additional comments related	d to communications services	:
Ge	neral Comments:		
Ge	neral Comments:		
		like to tell DPWL Maintenanc	re Division about their overall service that was not asked in the survey? If so, please
19.			re Division about their overall service that was not asked in the survey? If so, please
19.	Is there anything you would		te Division about their overall service that was not asked in the survey? If so, please
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